LUMINOS.AI

ENTERPRISE GUIDE

ENTERPRISE AI ADOPTION

An Enterprise Guide to Adopting Agents That Stay on the Rails

For AI transformation leads who want every team building agents, and every agent doing what it's supposed to do.

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FOR
AI transformation leads

READING TIME
~7 minutes

Your job is to get the whole company building agents. The fastest way to do that safely isn't more oversight. **It's quality assurance built so deeply into the way people work that using it is easier than skipping it.** This guide covers the five things you need to get right.

Don't call it "governance"

Say "governance" in a room full of builders and watch what happens. People hear "slow." They hear approvals, committees, and a long review at the end of every project. They hear "no."

That reaction is rational. In most companies, governance starts after the work is done, is owned by someone else, and is measured by what it stops. The people building agents get nothing from it but delay. So they route around it, or they stop building.

For an AI transformation lead, that's the worst outcome. You've spent months convincing marketing, customer service, finance, HR, and operations teams that they can build their own agents in Copilot Studio, Agentforce, or your in-house tools. The moment testing feels like a tax, momentum stalls.

Governance was never meant to slow anyone down. It was to make sure things work, including AI. That goal has another name every builder already respects: **quality assurance.**

> Nobody resents QA. No one ships payroll software without testing it. QA is part of building, not a gate after it. **It makes the builder's work better, and it gives everyone else a reason to trust what was built.**

That's why we recommend that enterprise AI adoption programs focus on **quality and trust, not governance and compliance.** Encourage quality the same way you encourage adoption: make it easy, rewarding, and part of the workflow. Do that, and the controls your risk teams need come along with it.

We've spent more than a decade building quality and trust mechanisms directly inside the workflows of data and AI teams. The lesson never changes. **When testing helps people ship, they test. When it only helps someone else say no, they don't.** The five practices below are built on that lesson.

The five best practices at a glance

#	WHAT TO DO	WHAT GOES WRONG WITHOUT IT	WHAT GOOD LOOKS LIKE
01	**Prove every agent works**	Agents ship because they looked fine in a demo, but break in production	**Every agent is tested against its job before real users see it**
02	**Know what to test for**	Builders test what they know and miss what they don't, exposing the company to risk	**The most important risks for each agent are identified for the builder**
03	**Test every agent the same way**	Every team invents its own bar, so there's no consistent standard	**One standard, one method, comparable results across the company**
04	**Test across every platform**	Testing is trapped inside each builder tool, creating disparate testing environments and results	**One place to test agents from any platform, without having to connect every single tool**
05	**Make fixing easy**	Every issue turns into a long investigation, so people stop looking	**Clear instructions for each fix and retesting in minutes**

01

Prove every agent does what it's supposed to

> TAKEAWAY
>
> **An agent isn't done when it's built. It's done when it's tested.**

Business teams build agents to save time. They answer customer questions, draft campaign copy, route invoices, and triage support tickets. Most of these agents look great in a demo. But a demo is a handful of friendly questions asked by the person who built the agent.

Production is different. Real users ask strange questions, leave out details, and push agents into situations nobody imagined. An agent that answers ten questions perfectly can fail on the eleventh, and no one would notice until it reaches production.

Make testing the definition of done. Before any agent reaches real users, test it against the job it was built to do, with enough cases to show where it works and where it doesn't. Then give the builder results they can act on, not a score they can't interpret. The best testing tells builders exactly what to fix.

02

Know what to test for

> TAKEAWAY
>
> **Your builders are experts in their work, not in AI risk. Don’t make them guess.**

The whole point of empowering business teams is that they know their work. The marketing lead knows the brand. The customer service manager knows the refund policy. The accounts payable lead knows invoices. That expertise is exactly why their agents are useful.

It isn’t expertise in how agents fail. Most builders don’t know to check whether an agent:

> Shows data to the **wrong user**
>
> **Invents a policy** that doesn’t exist
>
> Follows **instructions hidden inside a document**
>
> Gives **advice it isn’t allowed to give**

They test what they know, and they miss what they don’t.

Turning every builder into a risk expert won’t scale. Give them the risks instead. The risks that matter most for each agent depend on what it does, what data it touches, and who it serves. Choose an approach that identifies those risks for each agent automatically, so builders can focus on building. Deciding which risks matter shouldn’t be their job.

03

Test every agent the same way

> TAKEAWAY
>
> **If every team tests differently, you can’t compare the results, and you can’t trust any of them.**

Picture a program with 500 agents. Marketing checks a few sample emails. Customer service replays a spreadsheet of old tickets. Finance tests with twenty hand-written questions. HR ran one demo for a manager. Every team believes its agent is ready.

None of those results mean the same thing. You can’t tell which agents are strong and which are fragile. You can’t report on the health of the program. And when one agent fails, you can’t say whether the others would have caught the same problem.

Set one standard for every agent: the same way of choosing risks, the same way of building tests, and the same format for results. Consistency turns hundreds of separate tests into a program you can stand behind. It also makes builders' lives easier, because nobody has to invent a process from scratch.

04

Test across every platform

> TAKEAWAY
>
> **Your agents will live on many platforms. Your testing can't live on just one.**

Few enterprises build agents on a single platform. Sales and customer service build in Agentforce. Marketing and back-office teams build in Copilot Studio. Engineering builds in-house. Next year there will be another tool.

Each platform has its own testing features, and each one works differently. If testing lives inside each tool, you inherit every tool's gaps and none of the consistency. Results end up scattered, and reviewers have to learn a new system every time.

Keep testing independent of where agents are built. Builders should be able to bring an agent's data from any platform into one place, test it the same way, and get the same report. Your standard then survives every platform change, and every new tool your teams pick up is covered on day one.

05

Make fixing easy

> TAKEAWAY
>
> **Finding a problem should be good news. Make the fix fast and the bad news goes away.**

Testing only helps if problems get fixed. If every failed test sets off a long investigation, builders learn to dread testing, and some stop looking. A marketing agent that drifts off brand, or a customer service agent that misquotes the refund policy, should take an afternoon to fix, not a month.

Make every result actionable. When a test finds an issue, the builder should see what went wrong, why it matters, and exactly what to change in the agent's instructions, data, or tools. Then they should be able to retest in minutes and confirm the fix worked.

Treat issues caught before launch as wins, not failures. Every problem found in testing is one your customers never see. **When fixing is fast, finding something wrong speeds people up instead of slowing them down.**

Scale agents people can trust

The future of AI in the enterprise isn't a few projects run by specialists. It's thousands of agents built by the people closest to the work. Your job is to make that happen, and to make sure those agents can be trusted.

You don't need more oversight to get there. You need **quality assurance builders actually want to use:** testing that tells them which risks matter, works the same way for every agent, runs across every platform, makes fixing fast, and fits inside the workflows they already have.

That's the problem LuminosAI was built to solve. Our team has spent more than a decade building trust into the way organizations work with data and AI. LuminosAI is **QA for your AI:** a no-code way to know your agents will do what you want them to, wherever they're built.

HOW LUMINOSAI CLOSES EACH GAP

GAP	HOW LUMINOSAI FIXES IT
1. Proving every agent works	Tests each agent against the job it was built to do, generates test data around each risk, and flags blind spots so you know what you're testing and what you aren't
2. Knowing what to test for	Custom generates the most important risks for each agent, based on what it does, what data it touches, and who it serves
3. Testing every agent the same way	Applies one standard method to every agent: the same way of choosing risks, building tests, and reporting results
4. Testing across every platform	Tests agents built in Copilot Studio, Agentforce, in-house tools, or anywhere else, in one place
5. Making fixing easy	Every report explains what went wrong and how to fix it, and retesting takes minutes

QA FOR YOUR AI

Scale agents people can trust.

A no-code way to know your agents will do what you want them to, wherever they're built.

Get started

Copilot Studio is a trademark of Microsoft Corporation. Agentforce is a trademark of Salesforce, Inc. LuminosAI is not affiliated with either company.